



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2643
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APPLICANT(s): Eastvold

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SERIAL NO.: 10/074,411

ART UNIT: 2643 SEP 11 2002

FILING DATE: 2/12/2002

EXAMINER: Technology Center 2100

TITLE: CUSTOMER SUPPORT NETWORK

ATTORNEY

DOCKET NO.: 390P010777-US (PAR)

Commissioner of Patents
Washington, D.C. 20231

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Technology Center 2600

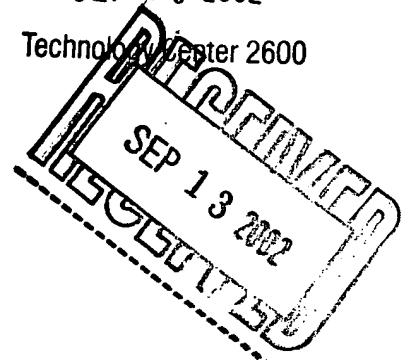
INFORMATION DISCLOSURE STATEMENT
(37 C.F.R. §1.97(b)(3))

Sir:

This Information Disclosure Statement is being filed 37 C.F.R. §1.97(b)(3) before the mailing date of a First Office Action on the merits.

This Information Disclosure Statement is accompanied by the statement as specified in 37 C.F.R. 1.97(e)(1), that each item of information contained in this information disclosure statement was first cited in any communication from the foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement.

The above-identified patent application has a counter part foreign patent application EP patent application No. PCT/US02/04907. Applicant's attorney encloses a copy of the Search Report issued for the counter part foreign application. The Search Report cites several references, listed below, which



were provided with the Search Report, and are being disclosed to the Patent and Trademark Office as information that may be material to the examination of the above-identified patent application.

US 5,550,984
US 5,790,977
US 5,793,763
US 5,808,907
US 5,847,957
US 6,122,565
US 6,182,226 B1

Copies of these references are enclosed together with a Form PTO-1449 for the Examiner's use.

The Commissioner is hereby authorized to charge payment for any fees associated with this communication or credit any over payment to Deposit Account No. 16-1350.

Respectfully submitted,


Geza G. Ziegler, Jr.
Reg. No. 44,004

8/23/02
Date

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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service on the date indicated below as first class mail in an envelope address to the Commissioner of Patents, Washington, D.C. 20231.

Date: 8/23/02

Signature: Lorraine Belenka
Person Making Deposit

SEP 03 2002

Page No.: 1 of: 1

**INFORMATION DISCLOSURE
CITATION FORM FOR
PATENT APPLICATION
(FORM PTO-1449)
(Substitute)**

TRADEMARK OFFICE

Serial No.: 10/074,411

Applicant(s): Eastvold

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Group: 2643

U.S. PATENTS

Initials	Patent Number	Issue Date	Name	Class	Sub-class	Filing date
	US 5,550,984	8/27/96	Gelb	395	200.17	12/17/94
	US 5,790,977	8/4/98	Ezekiel	702	122	2/6/97
	US 5,793,763	8/11/98	Mayes et al.	370	389	11/3/95
	US 5,808,907	9/15/98	Shetty et al.	365	551.02	12/5/96
	US 5,847,957	12/8/98	Cohen et al.	364	468.15	6/16/97
	US 6,122,565	9/19/00	Wenning et al.	700	206	2/19/98
	US 6,182,226B1	1/30/01	Reid et al.	713	201	3/18/98

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U.S. PATENT PUBLICATIONS

Initials	Publication No.	Pub. Date	Name	Class	Sub-class	Filing Date

FOREIGN PATENT DOCUMENTS

Initials	Document Number	Date	Country	Name	Translation? Yes/No/n/a
				RECEIVED SEP 11 2002 Technology Center 2100	

OTHER DOCUMENTS (Title, Author, Date, Pages, Etc., if known)

International Search Report Application No. PCT/US02/04907

Examiner's Signature:

Date Considered:

Initial if reference was considered, whether or not citation is in conformance with MPEP. Mark through citation if not considered.
 Include a copy of this citation form with your next correspondence to the Applicant(s).

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